



## **Override and Preselection Information Sheet**

**Override Code** – is a prefix of 4 digits that allows users (customers) to make the call using Sancom Services. How it works, is that the customer must dial the 4 digit number before making any National, Fixed to Mobile (Home to Mobile) or International Calls. This code must be dialled before any other numbers. E.g., if you want to call Melbourne on 03 9898 9898, you'd need to dial as following;

1. Pick up the handset / receiver
2. Dial 4 Digit Override Code
3. Dial 03 9898 9898

Please Note: If you decide to join as Override customer, you must dial the code for all national, Fixed to Mobile and International Calls. If you forget, or don't dial the 4 digit code, your call will go through you main preselected carrier and they will charge you for it. All customers on Override Service must dial the 4 digit override code first.

Local Call is not a standard call. If any customer decides to use Override Code on Local Call, the call will be charged at per minute basis. Sancom does not offer local call as Untimed, rather it is charged at per minute basis. It is in best interest of the customer to not dial the Override code on Local Calls.

**Preselection** – allows the customer to dial direct without any override code.

Preselection only caters for National Calls, Fixed to Mobile and International Calls. Any other call type will be charged by your main Line Rental Service Provider. Special numbers such as 13XX, 1300 XX, 19 XX etc will be charged by your main Service Provider as well as Local Calls. We don't offer Local Call on preselection service.

When you preselect to Sancom, your National, Fixed to Mobile and International calls automatically go through our Service and any other call type will go through your main Carrier. E.g., if you want to call Melbourne on 03 9898 9898, you'd need to dial as follows;

1. Pick up the handset / receiver
2. Dial 03 9898 9898

To determine who is your Preselected carrier, dial 12711 from your phone. A recorded message (RVA) will announce your preselected carrier.

If you need any further clarification, or need to know more information on our products and services, please don't hesitate to contact us via any of the following means;

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